STANLEY H. KREMEN
REGISTERED PATENT AGENT
REGISTRATION NO. 51,900
4 LENAPE LANE
EAST BRUNSWICK, NJ 08816
(732) 251-3623
FAX: (732) 723-9155
SHK @ SHK-DPLC.COM

May 30, 2006

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

SUBMITTED ELECTRONICALLY VIA EFS-WEB

In RE:

Application No.:	10/605,896
Filing Date:	November 4, 2003
Inventor:	James A. Steel, Jr.
Title of Invention:	Internet Access To Telecommunications Relay Service
Confirmation No.:	2895
Atty. Docket No.:	51900-112001-01-002
Group Art Unit:	2643
Examiner:	Stella L. Woo
Date of Office Action:	December 1, 2005

REPLY TO OFFICE ACTION

Dear Sir:

Your Office Action of December 1, 2005 is hereby acknowledged. At the time of your Office Action, claims 1-5 were pending in the Present Application. In your Office Action, the Examiner rejected claims 1-5 all under 35 U.S.C. § 103(a). In addition, your Office Action set a shortened statutory period for reply to expire three months from its mailing date. That expiration date was March 1, 2006.

PETITION FOR EXTENSION OF TIME TO REPLY

The Applicant hereby petitions for an extension of time of an additional three months to reply to your Office Action. The appropriate fee is submitted herewith.

ARGUMENTS TO TRAVERSE EXAMINER'S REJECTIONS OF PENDING CLAIMS

In your Office Action, the Examiner rejected claims 1-3 under 35 U.S.C. § 103(a) as being unpatentable over Chaturvedi, *et.al.* (US 6,950,500, hereinafter "Chaturvedi") in view of Silverman (US 6,252,869, hereinafter "Silverman"). Furthermore, the Examiner rejected claims 4-5 under 35 U.S.C. § 103(a) as being unpatentable over Chaturvedi in view of Silverman and

further in view of Pickering, *et.al.* (US 6,493,695). The Present Application consists of two independent claims (*i.e.,* claims 1 and 2) and four claims depending directly or indirectly from claim 2 (*i.e.,* claims 3-5 and newly presented claim 6). The primary prior art reference forming the basis for rejection of all claims is Chaturvedi.

Regarding claim 1-3, the Examiner asserted:

> *Chaturvedi differs from claims 1-3 in that it does not specify a secure connection. However, Silverman teaches the desirability of using a secure internet connection in an internet-telephony system (see Abstract) in order to ensure that the communication remains private such that it would have been obvious to an artisan of ordinary skill to incorporate such a secure internet connection, as taught by Silverman, within the system of Chaturvedi in order to ensure that the communication between the hearing impaired person and the message translator over the internet remains private.*

Establishing a secure connection is specifically recited in unamended claim 1, paragraphs g and h. It is not recited in any other claim of the Present Application. Claim 1 is a method claim that recites a specific series of process elements required for handling calls under the Present Invention. While it is true that claim 1 differs from Chaturvedi in that it specifies a secure connection, that recitation represents only a minor difference between Chaturvedi and the claims of the Present Application. Unfortunately, the Examiner overlooked and failed to notice other more significant differences between the two inventions.

DISCUSSION OF THE CHATURVEDI INVENTION:

The basic invention of Chaturvedi can be understood from his FIG. 1. A hearing or speech impaired person **12** places a call via terminal/PC **16** using communications device **18** (*e.g.,* a modem) via an internet connection. He does this by dialing a specific telephone number that connects him to a specific TRS center.[1] **The customer must connect to a single TRS center via an initial telephone call**. Chaturvedi does not provide for any other means of communication in his teachings. The data packets are routed via the internet through a second communications interface **36** into a server **34** which acts as a bridge between switching device **32** of the relay center and the internet.[2] The server **34** comprises a web server **38** (*i.e.,* a computer that connects to the internet) and an access server **40** (*i.e.,* a bank of modems or other like communication devices).[3] The same communications interface **36** is now used to place and transmit the telephone call to the relay center via a Private Branch Exchange (PBX) unit comprising a communications interface **30** to the Public Switched Telephone Network (PSTN) and switching device **32** (*i.e.,* an ACD). Since current ACD's do not support internet protocol connectivity, the connection between the switching device **32** and the communication line interface **30** can be through existing switched voice facilities via an ASCII text modem (not shown). Switching device **32** now contacts a translator **24(n)**, and a conference bridge **48** via

[1]Chaturvedi 6:19-27
[2]*Ibid.* 5:49-51

interface **50**. So, communications interface **30** serves as a bridge between the conference bridge **48**, the relay center **22**, and the hearing or speech impaired person **12** via the internet. A call is then placed to the non-impaired person **14** on his telephone unit (POTS – *i.e.,* Plain Old Telephone Service) **44** through communications interface **48**. A conference call is now set up between impaired person **12**, non-impaired person **14**, and the translator **24(n)**. All parties to the conference call may communicate with each other. There is an advantage to this setup. For example, some hearing impaired persons, having lost their hearing later in life, are not speech impaired. For such a person **12**, no translation is required for the non-impaired person **14** to hear what he or she is saying. However, the translator must provide a text translation to person **12** concerning what person **14** is saying. According to Chaturvedi, the conference bridge is a necessary part of his invention.[4] He does not teach any other means of implementing a call. Translators **24** may either be human operators or machine translators. What is required is text-to-speech and speech-to-text translation. Furthermore, all of the communications between person **12** and person **14** **must** funnel through the PBX (**30** and **32**). All traffic must flow through this link.

FIG. 2 of Chaturvedi is identical to FIG. 1 except that the internet is not used. The PBX is used exclusively. This is prior art since the 1980's. The internet is merely standing-by waiting for the calls of FIG. 1.

DISCUSSION OF THE PRESENT INVENTION:

The Present Invention consists of both a method (independent claim 1) and a system (independent claim 2 and dependent claims 3-6 -- claim 6 being newly presented). The method of claim 1 is shown in FIG. 5. However, an understanding of the system will greatly assist in the understanding of the method. FIG. 2 is a schematic showing the components of a typical single TRS center that is currently in service throughout the United States. Calls are routed from the Public Switched Telephone Network (PSTN) through a PBX located internal to the center. The TRS operator platform is shown in detail in FIG. 1. Figures 1 and 2 of the Present Application represent prior art. FIG. 2 of the Present Application is the equivalent of Relay Center **22** shown in both figures of Chaturvedi.

The first unique feature of the system is shown in FIG. 3. The schematic diagram shows a vertical dotted line on the right side. The portion of the schematic diagram to the left of the dotted line is identical to FIG. 2. To the right of the dotted line is the equipment required for internet access. Call data from the internet enters the center via a router and is handled by a TRS packet server. (This is a term of art for a data switch that transfers **packets of data** from one party to another.) The TRS packet server acts as an intermediary between the TRS local

---

[3] *Ibid.* 6:19-27

[4] *Ibid.* 8:54-9:13; See also claims 1 and 8 from which the entire invention depends. See further FIG. 1 and FIG. 2.

area network (LAN) and the internet via a router. The LAN is a key element of the Present Invention. It serves to direct calls to various operator locations from calling queues according to set priorities. The LAN acts as the call director. An operator logs into the TRS packet server at the same time as he or she logs into the PBX. In general, a higher priority will be afforded to calls routed to the operated through the PBX. The advantage of this over the prior art is that a single operator can handle either internet calls or POTS calls according to separate queues for each that are automatically directed to that single operator using priority parameters.

The second unique feature is shown in FIG. 4. A hearing impaired person placing a POTS call must dial into a specific TRS center. This is true even for the Present Invention. From time to time, that local center could experience a high call volume which would result in service problems for the caller. These could manifest themselves as the customer either receiving a busy signal or having a long hold time. Such problems are far less likely to occur for internet calls. When a customer places an internet call through his or her internet service provider (ISP), the call is directed to a nationwide TRS routing server. That server polls all of the available centers, and then routes the call to the center that can most effectively handle the call. In FIG. 4, three such centers are shown: New York (NY), California (CA), and Texas (TX). However, there are many more that are part of the TRS network but are not shown in the figure. Once the nationwide TRS routing server locates the best TRS center to handle the call, it establishes a connection between the customer and that center, and then the nationwide TRS routing server disconnects from the call.

DIFFERENCES BETWEEN CHATURVEDI AND THE PRESENT APPLICATION:

1. The Present Invention employs a LAN that simultaneously interconnects a TRS operator platform to both a PBX that handles POTS calls and a TRS packet server that handles internet calls (see FIG 3). Chaturvedi does not teach this feature. While he does present a LAN as an alternative to the internet, there is no direct connection between it and the operator. Its primary connection is to server **34**. FIG. 1 of Chaturvedi schematically illustrates how a customer places an internet call. FIG 2 of Chaturvedi shows how a customer places a POTS call. Note that the cloud **20** representing the internet or LAN/WAN is operatively connected only to server **34**, which in this case does not interface with an operator. Chaturvedi is silent as to how the calls are queued and directed to various operators. This is a key feature of the Present Invention.
2. Chaturvedi requires a conference bridge as a necessary part of his system. Customer calls are set up as conference calls between the hearing or speech impaired party (the customer), the non-impaired party, and the translator. The Present Invention does not set up conference calls between the parties. Instead, the hearing or speech impaired customer communicates via text only with the TRS operator, and the non-impaired person communicates via speech only with the TRS operator. The operator, who acts as

a mediator, communicates with both parties, but the parties may not communicate with each other.

3. As a minor point, Chaturvedi refers to translators while the Present Application refers to operators. Chaturvedi's translators may either be human operators or machines capable of translating text-to-speech and speech-to-text. The Present Invention uses only human operators. This is due to many hearing impaired persons current use of idioms that computers would have difficulty translating into standard English. For example, a person calling a television repairman might type into the system: "TV broke! Fix!" The repairman would need to hear: "My television does not work. Can you fix it?" The Applicant rejects the use of machine translators for this purpose. However, since Chaturvedi's translators can be human, this does not represent a substantial difference between the two inventions. Yet, this is one of the main reasons that the Present Invention does not use a conference bridge (discussed in paragraph 2, above). A human operator **must** mediate the call. For the reasons cited in this paragraph, a conference call would be a disadvantage.
4. The Present Invention requires the use of a nationwide TRS routing server for all internet calls. This is a novel feature that allows a customer to place a call through a center that has the maximum number of available operators. Chaturvedi does not do this. In Paragraph 2a (page 3) of the Detailed Action Section of your Office Action, the Examiner stated:

    a. *the customer using his internet terminal to establish a connection to a Nationwide Routing Server (hearing impaired person 12 establishes a connection with web server 38 by accessing the website on server 34, col. 6, line 62 – col. 7, line 13, the server 34 can be a "Nationwide" single server for serving callers from all states, col. 6, lines 5-6);*

    Chaturvedi states:

    > *The server **34** can be located either within or outside of the relay center **22**. A telecommunications service provider can furnish either a single server **34** for serving callers from all states or multiple servers **34** for example one in each state.* [5]

    Here, Chaturvedi provides for a single TRS center to receive internet calls from customers located anywhere in the United States. So, server or servers **34** may indeed be nationwide servers. However, they are not nationwide TRS **routing** servers as taught in the Present Invention. Chaturvedi's servers can accept calls from anywhere in the United States, but these servers do not route calls to a specific TRS center *vs.* any other TRS center based upon operator availability. Chaturvedi does not teach how to do this. This capability is a key feature of the Present Invention. Chaturvedi's customer **12** must connect to a single TRS center via an initial telephone call. The web server **38** allows the

[5] Chaturvedi 6:3-7

customer to use an internet browser rather than specific communications software (such as PROCOM™). However, the connection is always to a single center.

5. In Chaturvedi, all calls between translators **24(n)**, impaired customers **12**, and non-impaired parties **14** must be connected via a PBX (*i.e.,* interface **30** and switching device **32**). In the Present Invention, only POTS calls are directed to the operators via a PBX.

CLAIM REJECTIONS UNDER 35 U.S.C. § 103(a):

CLAIM 1:

Claim 1 was rejected under 35 U.S.C. § 103(a) as being unpatentable over Chaturvedi in view of Silverman. The Examiner restated the preamble of claim 1 with annotations showing that Chaturvedi attempts to solve the same problem as the Present Application. To this point, the Applicant agrees with the Examiner and admits that both inventions solve the same problem in that they allow a hearing impaired person to place an operator assisted call to a non-impaired person using the internet.

Claim 1 is a method claim formerly comprising fourteen elements (*viz.,* **a** through **n**). In response to your Office Action, the claim has been amended by inserting two elements **g** and **h**. The insertion necessitated former elements **g** through **n** to be renamed **i** through **p**, respectively. The two inserted elements concern the Nationwide Routing Server handing-off the customer initiated call to a specific TRS relay center based upon operator availability, and then no longer participating in the call. This is not new matter, as it appears in the specification of the Present Application.[6]

The following arguments are presented to traverse the bases for rejection regarding the individual elements of the method of claim 1:

a) Referring to Chaturvedi, the Examiner stated:

> *... hearing impaired person **12** establishes a connection with web server **38** by accessing the web site on **34**, col. 6, line 62-col. 7, line 13, the server **34** can be a "Nationwide" single server for serving callers from all states, col.6, lines 5-6.*

As stated previously, server **34** is not a Nationwide Routing Server as defined and described in the Present Application.[7] Server **34** is a server capable of receiving calls from anywhere in the United States. However, it performs no routing services. When placing his or her call, the customer **12** selects the TRS center that he or she wishes to handle the call. In the Present Application, the Applicant acts as his own lexicographer to define what he means by a Nationwide Routing server.[7] He also describes the functions of the Nationwide

[6]US 2004/0111268 A1 at **[0041]** and **[0074]**

[7]*Ibid.* **[0065]**. See also FIG. 7 and **[0067]** - **[0074]**

Routing Server in the specification.[8] Based upon the Applicant's own definition and description, Chaturvedi's server **34** cannot be a Nationwide Routing Server.

b) Referring to Chaturvedi, the Examiner stated:

> *... a connection is established between the web server **38** and the hearing impaired person's terminal device **16**; col 6, line 62 - col 7, line 13.*

and she further stated:

> *Chaturvedi differs from claims 1-3 in that it does not specify a secure connection. However, Silverman teaches the desirability of using a secure internet connection in an internet-telephony system [see Abstract] in order to ensure that the communication remains private such that it would have been obvious to an artisan of ordinary skill to incorporate such a secure internet connection, as taught by Silverman, within the system of Chaturvedi in order to ensure that the communication between the hearing impaired person and the message translator over the internet remains private.*

Once again, the Applicant wishes to point out that Chaturvedi's web server **38** is not the Nationwide Routing Server of the Present Application. The web server **38** becomes an integral part of the local TRS relay center (whether or not it is located internally or externally and regardless of the number of servers used to handle the calls thereto). However, the Applicant acknowledges the prior art status of Silverman, and that it would have been obvious to combine element **b** of the method of claim 1 with Silverman to establish a secure connection. Notwithstanding, the application of Silverman to the method of claim 1 only affects elements **a** and **b**. The other elements remain unaffected by Silverman.

c) The Applicant admits that element **c** in the Present Application is also performed by Chaturvedi. In that both the Applicant and Chaturvedi seek to solve the same problem (*i.e.,* enabling currently operated TRS relay centers to handle calls placed by customers over the internet), a customer issuing a call request via his or her internet terminal is a necessary part of both inventions.

d through **f**, and newly presented elements **g** and **h**)

These elements are unique to the method of claim 1. They recite how the Nationwide Routing Server polls the various TRS relay centers, acting as an intermediary that seeks a specific center that can handle the call, establishes a connection between the customer and the selected center, and then terminates its own connection to both the customer and the center.

Regarding Chaturvedi, the Examiner stated:

> *... front end Web server **38** and back end access server **40** inherently carry out the issuing steps of **d**, **e**, and **f** in order to*

[8] *Ibid.* **[0030]**

*establish a connection between the hearing impaired terminal **16** and the back end server **40** to initiate a call to be placed by the hearing impaired person **12**, the back end server **40** can be physically separate from the front end web server **38** and located at the relay center **22**; col. 6, lines 28-40; col. 7, lines 24-31.*

On the other hand, Chaturvedi states:

> *The front end **38** of the server **34** can be, for example, a web server which administers a web site. The web site has a display interface for providing an interactive session between the hearing- or speech-impaired person **12** and the message translator **24**. Through display interface prompts, the hearing- or speech-impaired person **12** can, for example, initiate a telephone call to the relay center, observe a visual indication that there is an incoming call, enter a destination telephone number of the non-impaired-person **14** to be called, enter text messages during the telephone call, and view translated text messages from the relay center.*
>
> *The back end **40** of the server **34** can be, for example, an access server for calling the relay center **22** and setting up analog connections on request. This connection will be a full duplex ASCII connection, allowing the hearing- or speech-impaired person **12** to have an interactive session with the message translator **24**. In order to accommodate multiple telephone calls, modem banks (not shown) can be set up between the back end **40** of the server **23** and the communication line interface **36**.*
>
> *The front end web server **38** and the back end access server **40** can either be physically separate devices or combined into a single unit. In a case where both the front end web server **38** and the back end access server **40** are implemented as a single unit, the back end access server **40** can be, for example, one or more ISDN Primary Rate Interface (PRI) cards plugged into the front end web server **38**.* [9]

The three paragraphs quoted above from Chaturvedi show that the Examiner erroneously interpreted the functions of web server **38** and access server **40**. Paragraph #1 (above) teaches that web server **38** is a conventional computer service that makes a web site ordinarily available to a user. If it is physically located at the relay center, the relay center's IT personnel are responsible for maintaining the computer system so as to accommodate a high traffic volume. On the other hand, most websites are hosted on computers belonging to an internet service provider (ISP), and the responsibility for website performance passes to the ISP. In such a case, the web server **38** would be physically located at a site other than the relay center. In either event, Chaturvedi teaches that the customer **12** accesses a single web site that is specifically associated with a single relay center. Although, as with any web

[9] Chaturvedi 6:8-35

server, front-end server **38** can accept calls from anywhere in the world, all calls are routed to the web site owner (*i.e.,* the specific single relay center).

Paragraph #2 (above) teaches that back-end access server **40** is physically located at the relay center (whether or not it is physically combined with front-end web server **38** as a single unit or as separate units). Access server **40** acknowledges the customer's internet request, and places a call to translator **24** through interface **36** (*e.g.,* modems) and via the PBX (*i.e.,* interface **30** and switching device **32**).[10] It should be noted that numeral **23** described by Chaturvedi above is missing from both FIG. 1 and FIG. 2, and its description is not present in the text of his specification. Paragraph #3 (above) shows how both units can be a single unit.

In the Present Application, the Nationwide Routing Server receives a call request from the Customer (elements **a**, **b**, and **c** of claim 1), polls the various relay centers for available operators (element **d**), Once an available relay center is found, the Nationwide Routing Server interconnects the customer with the relay center (elements **e** and **f**), informs the customer (newly presented element **g**), and then ceases its involvement with the call (newly presented element **h**). From the above discussion it should be apparent that Chaturvedi's server **34** (comprising servers **38** and **40**) cannot be the Nationwide Routing Server as defined and described in the Present Application.

i through **p)**

The remaining steps of the Present Application are similar to Chaturvedi. The TRS Packet Server is internal to the TRS Relay Center processing the call (one center selected from many). However, the processes of both inventions are different. Chaturvedi calls the translators via a PBX while the Present Invention connects to the human TRS Operator Platform to process the internet call via a LAN.

Claim 1 of the Present Application cannot be an obvious combination of Chaturvedi and Silverman. In order for this to be true, an artisan having ordinary skill would need to combine the two patents to produce the exact claim 1 of the Present Application. As discussed above, the establishment of a secure internet/telephone connection (as suggested by Silverman) represents only one minor difference between claim 1 of the Present Application and Chaturvedi. In order for claim 1 to be unpatentable under 35 U.S.C. § 103(a) over Chaturvedi in view of Silverman, the claim must be considered as a whole. Chaturvedi and Silverman would need to suggest every element of the claim. However, as argued above, this is not so. Therefore, the Applicant

respectfully requests that the Examiner reconsider and reverse her rejection of claim 1 under 35 U.S.C. § 103(a) as being unpatentable over Chaturvedi in view of Silverman and allow the claim.

CLAIM 2:

Claim 2 was also rejected under 35 U.S.C. § 103(a) as being unpatentable over Chaturvedi in view of Silverman. Both claims 1 and 2 are independent claims. While the Examiner provided a detailed explanation regarding the application of Silverman to claim 1, no explanation was provided regarding the application of Silverman to claim 2 or any of its dependent claims. Claim 2 does not recite a secure connection between the customer and the Nationwide Routing Server or the TRS Packet Server. Therefore, claim 2 cannot be unpatentable over the combination of Chaturvedi and Silverman.

Regarding claim 2, the Examiner stated:

> *Regarding claim 2, at relay center **22**, switching device **32** can be any type of switching device, such as a PBX (col. 5, lines 36-44) and communication line interface **30** can be a LAN connection (col. 5, lines 1-2, 33-35) connected to a server **34** and the internet **20**. The message translator **24** can receive calls from either a customer (**12**) over the internet (**20**) or a customer (**14**) over the telephone network (**46**) (col. 7, lines 9-13, 60-66).*

Chaturvedi recites in the Examiner cited passages:

> *... The switching device **32** can be, for example, an Automated Call Distributor (ACD), such as a Rockwell Galaxy ACD, which has known features for billing and performance related tasks that are legally mandated. Alternatively, the switching device **32** can be any other type of switching device. The switching device **32** can employ circuits that accommodate any type of a voice switched network, such as, for Feature Group D, ISDN, or Feature Group A (both inband and out of band signaling).* [11]

The above passage of Chaturvedi, cited by the Examiner, confirms the Applicant's previous assertion that the ACD switching device **32** is part of a PBX (also noted by the Examiner, above). However, the Examiner goes on to say that: "*communication line **30** can be a LAN connection ... connected to server **34** and the internet **20**.*" This is simply not true. As the Applicant asserted above, the combination of interface **30** and switching device **32** comprise the PBX connected to the PSTN. To confirm this, Chaturvedi states:

> *... The communication line interface **30** can be of any type that permits connection to digital (T1, T3, etc.) and/or analog (dial-up, etc.)* [12]

The above passage of Chaturvedi was cited by the Examiner to demonstrate that "interface **30** can be a LAN connection ... ." This cannot be true since a local area

---

[10] *Ibid.* FIG. 1 and FIG. 2
[11] Chaturvedi 5:36-44
[12] *Ibid.* 5:33-35

network (LAN) is a collection of computers physically located in a local region that can access each other in a single working environment. On the other hand, interface **30** is a communications interface that interconnects customer **12** via communications interface **18** (*e.g.,* a modem or a dial-up connection), the called party **14** via communications interface **46** (a dial-up connection), [13]and the conference bridge **48** via communications interface **50**. [14] Where customer **12** places an internet call, rather than interconnecting with interface **18**, interface **30** connects to interface **36** which handles the internet call. [15] Therefore interface **30** cannot be a LAN. It is not even a server. It is merely a device that connects to the PSTN (for POTS calls), the conference bridge, and the web server **34** for internet calls. Note that in FIG. 2, connection to the web server **34** or the internet **20** is absent. Interface **30** is merely a bank of modems (or like devices) that permits communication with the switching device **32** that connects telephone or internet calls to translators **24**.

To further prove her point that interface **30** represents a LAN connection to server **34** and the internet **20**, she cites Chaturvedi col 5, lines 1-2. However, Chaturvedi recites:

> *... The communication line interface **18** can be of any type that permits Internet access, such as, a dial-up connection (POTS) or a digital network connection (such as a LAN/WAN connection).* [16]

The above sentence represents the entire recitation. However, the Examiner only cited the last-half of the above sentence, thereby taking it out of context. The communications interface referred to in the cited passage is **18** and not **30**. It makes sense for interface **18** to be a LAN connection (among other things) since a LAN connection is often used to connect a user (such as person **12**) to the internet. So, considering the fact that interface **30** cannot be interpreted as a LAN (even under the broadest reasonable interpretation), Chaturvedi does not recite:

a (TRS) operator station and terminal operatively connected to:

a. a PBX unit that is operatively connected to a public switched telephone network using conventional telephone communications equipment; and,

b. a local area network (TRS/LAN) that is operatively connected to:

(1) a packet server that is operatively connected to the PBX unit using a data link; and,

(2) a server that is operatively connected to the internet,

---

[13]*Ibid.* 6:41-42
[14]*Ibid.* FIG. 2
[15]*Ibid.* FIG. 1
[16]*Ibid.* 4:66-5:2

such that the customer may communicate with the operator using either conventional telephone lines (POTS) or the internet and that said customer communication may be handled by an operator using the same TRS operator station and terminal regardless of whether the customer communicates with the operator using POTS or the internet.

The Applicant's recitation of claim 2 is illustrated in FIG. 3 of the Present Application. It should be apparent from examination of both Chaturvedi and the Present Application, that although both Chaturvedi and the Applicant came up with solutions to the same problem, the system of each inventor is different.

In submitting this reply, claim 2 is being amended for clarification purposes. First, the Applicant only intends the claimed system to be used with a human operator. Second, the wording of the LAN connections have been made more precise. In making these amendments, no new matter has been introduced.

Based upon the foregoing arguments, the Applicant submits that claim 2 is not unpatentable under 35 U.S.C. § 103(a) over Chaturvedi in view of Silverman, and respectfully requests that the Examiner reconsider and reverse her rejection of claim 2, and allow the claim.

CLAIM 3:

Claim 3 was also rejected under 35 U.S.C. § 103(a) as being unpatentable over Chaturvedi in view of Silverman. Once again, the Examiner failed to point out nor can the Applicant see the relevance of Silverman to claim 3. Regarding Chaturvedi, the Examiner stated: "*Regarding claim 3, the server **34** can comprise multiple servers **34**, one in each state (col. 6, lines 4-7).*" While this is true, one must understand the structure and function of server(s) **34**. Analyzing Chaturvedi's definition of server **34**:

> *The server **34** comprises a front end **38** for administering telephone calls to/from the Internet **20** through the communication line interface **36** and a back end **40** for administering telephone calls to/from the relay center **22** through the communication line interface **30**. Multiple communication connections **42a** ... **42n** can be supported by a single front end **38**. The server **34** accordingly provides a bridge between the relay center **22** and the Internet **20**.* [17]

It is apparent that front end **38** (*i.e.,* the Web Server) is a computer system that hosts the TRS Center's web site (e.*g.,* http://www.TRSCenter.KS.html -- a fictitious web site for the TRS Center in Kansas). The TRS Center's web site can service hearing and speech-impaired customers from multiple states (e.*g.,* the Kansas TRS Center services customers from Arkansas, Kansas, Missouri, Oklahoma, and Texas). However, even though the single site services customers from multiple states, all calls funnel into a single TRS Center (e.*g.,* Kansas). The back end Access Server **40** actually places the

calls to individual translators **24**, located within the same center (*e.g.,* Kansas). **Chaturvedi does not teach or even suggest that calls can be routed to different TRS Centers based upon operator availability**. Chaturvedi continues:

> *... The server **34** can be located either within or outside of the relay center **22**. A telecommunications service provider can furnish either a single server **34** for serving callers from all states or multiple servers **34**, for example one in each state.* [18]

which is to say, the TRS relay center can either host its web site itself or may contract with an ISP to host the web site. Once again, all calls funnel into the same site, no matter how many servers are used and no matter how many states are serviced. Chaturvedi does not teach anything else.

On the other hand, claim 3 of the Present Application provides a system that produces unexpected results. Chaturvedi did not appreciate that the volume of calls within a single TRS center could be so high that service would degrade. In such an event, under Chaturvedi's system, a customer could be placed on hold for a long period of time or even receive a busy signal. However, claim 3 of the Present Application provides an alternative. When a customer calls into the Nationwide Routing Server, that server handles his or her call for a limited amount of time -- *i.e.,* the amount of time necessary to locate an available TRS center (*e.g.,* New York, California, Texas, *etc.*). Once the connection to the available TRS center is established with the customer, the Nationwide Routing Server leaves the call, and becomes available for more calls. This reduces the time that impaired customers would be placed on hold and reduces the probability that they would receive a busy signal.

Furthermore, claim 3 depends from claim 2, and includes all of the limitations of claim 2 therein. Therefore, if claim 2 is allowable, claim 3 must also be allowable.

Based upon the foregoing arguments, the Applicant submits that claim 3 is not unpatentable under 35 U.S.C. 103(a) over Chaturvedi in view of Silverman, and respectfully requests that the Examiner reconsider her rejection and allow claim 3.

CLAIMS 4-5 and Newly Presented CLAIM 6:

In your Office Action, claims 4-5 were rejected under 35 U.S.C. 103(a) as being unpatentable over Chaturvedi in view of Silverman, as applied to claims 1-3, and further in view of Pickering, *et.al.* (US 6,493,695 -- hereinafter, Pickering).

Claim 4 has been amended to recite that queue priority is selectable.

The Examiner stated:

> *The combination of Chaturvedi and Silverman differs from claim 4 in that it does not teach a first queue for handling POTS relay telephone calls and a second queue for handling internet relay telephone*

---

[17] Chaturvedi 5:62-6:3

[18] *Ibid.* 6:3-7

calls from claim 5 in that it does not teach combining first and second queues into a single queue. However, Pickering teaches the desirability of routing different call media types into different queues (col. 5, lines 3-9; col. 8, lines 10-16) as well as the flexibility of combining multiple queues into a single queue (col. 7, lines 12-17) such that it would have been obvious to an artisan of ordinary skill to incorporate such handling of different call types to an ACD, as taught by Pickering, within the system of Chaturvedi and Silverman in order to efficiently route POTS and Internet relay calls to the appropriate agents.

Once again, the Examiner does not explain nor can the Applicant discern the relevance of Silverman to claims 4-5.

Claims 4-5, and newly presented claim 6 depend from claim 3 which further depends from claim 2. Should claims 2 and 3 prove to be allowable, then claims 4-6 must also be allowable. Therefore, the Applicant submits that claims 4-5 are not unpatentable under 35 U.S.C. §103(a) over Chaturvedi in view of Silverman and further in view of Pickering, and respectfully requests that the Examiner reconsider her rejections of these claims, and allow claims 4-6.

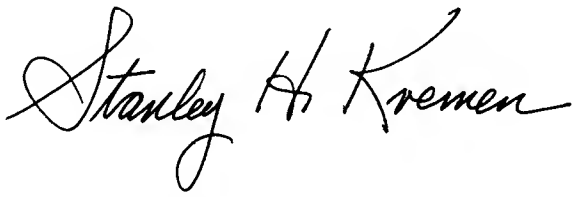
The Applicant respectfully submits that claims 1-5 are not unpatentable under 35 U.S.C. §103(a), and requests that the Examiner allow all claims in the Present Application.

APPLICANT'S ATTEMPT TO PROVIDE A COMPLETE RESPONSE

. In preparing this reply, the Applicant has attempted to respond fully to every grounds of objection and rejection indicated by the Examiner. However, should this reply be deficient in any respect, the Applicant requests the courtesy of an Advisory Office Action that would permit him to correct any deficiencies.

Thank you for your kind attention.

Very truly yours,



Stanley H. Kremen,
Registered Patent Agent
Registration No. 51900
Customer No. 34325